



Department of Human Resources  
311 West Saratoga Street  
Baltimore MD 21201

## FIA ACTION TRANSMITTAL

Control Number: # 11-10

Effective Date: November 1, 2010

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TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES  
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT  
ASSISTANT DIRECTORS FOR SERVICES  
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF

FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR 

RE: FOOD SUPPLEMENT PROGRAM WAIVER TO POSTPONE THE  
INTERVIEW FOR CERTAIN EXPEDITED SERVICE CASES

PROGRAM AFFECTED: FOOD SUPPLEMENT PROGRAM (FSP)

ORIGINATING OFFICE: OFFICE OF PROGRAMS

### SUMMARY

In an effort to help meet application timeliness compliance standards, we requested a Food Supplement Program waiver that will allow us to postpone the required interview prior to issuing expedited service in certain situations. Following are the changes in policy under the waiver:

### EXPEDITED SERVICE UNDER WAIVER PROVISIONS

➤ Households covered under the waiver:

- The waiver is limited to households who meet the criteria for expedited service and who **the case manager has attempted to contact for an interview, but has been unable to reach the customer.**

Note: There must have been at least one attempt to contact the applicant at the telephone number listed on the application. **The attempt must be narrated in CARES.**

- The waiver also includes any household where the case manager determines that an interview cannot be scheduled in time to meet the 7-day expedited time frame.

➤ The waiver applies only to applicants whose identity can be verified.

- Remember this can be through any readily available source. This can be MABS, SVES, CARES, available case record or any other available source.
- For households that apply on or before the 15<sup>th</sup> of the month, the case manager will postpone the interview and any required verification for no later than the end of the month of application.
- The case will close at the end of the expedited period if the household fails to participate in an interview or fails to provide the needed verification.

Note: It is important to schedule the interview to allow enough time for the customer to provide any required verification.

- For households that apply after the 15<sup>th</sup> of the month, the case manager will postpone the interview and any required verification for no longer than the month subsequent to the month of application.
- The case is closed if the household fails to participate in an interview or fails to provide the needed verification.
- CARES will establish a 6 month certification period to households subject to the waiver.
- The notice of eligibility must tell households of the postponed interview requirement, provide an **interview appointment for a specific date and time**, and tell them the case will close if they do not participate in the postponed interview.
- **Important: To meet this requirement the following freeform text is required on every eligibility notice for those subject to the waiver.**

Add the following freeform text to the notice to the customer:

We issued your Food Supplement Program benefits without an interview. We must interview you before you receive any further benefits. We have scheduled a telephone/ office (whichever applies) interview for you on \_\_\_\_\_ at \_\_\_\_\_. If you do not keep the schedule interview your benefits will end.

- Schedule the interview on CARES so you can add the information about the date and time of the interview on the notice of eligibility.
- If the household does not satisfy the postponed verification and does not participate in an interview the case manager does not have to contact the customer again.
- Households whose identities cannot be determined do not qualify for the waiver and must be processed under normal application processing procedures.

**Note:** There should be very few cases where identity cannot be verified with available sources.

Example: Ms. A applies for FSP on October 5 through SAIL. She meets expedited service criteria. The case manager attempts to call Ms. A on October 6 but does not reach her. Ms. A is known to CARES so it is possible to verify identity. The case manager certifies Ms. A for the month of October with postponed interview and verification. The case manager also sends the customer an interview appointment for a specific date and time for a telephone interview. If the customer does not participate in the schedule interview, no further action is needed.

Example: Ms. B drops off a FSP application on October 19, but cannot wait for an interview. She provided her work identification card to the receptionist at the local department. She meets expedited service criteria. The case manager attempts to call Ms. B on October 21, but does not reach her. The case manager certifies Ms. B for the month of October and November with postponed interview and verification. The case manager also sends the customer an interview appointment for a specific date and time for an office interview. If the customer does not participate in the schedule interview, no further action is needed.

### **CARES**

On the **MISC** screen, code the **FS Intvw** field with a **N**. CARES will place the FS AU in an **S** (suspend) status with reason code 365 (FS Interview Not Completed) or 361 (Failed to Provide Required Verifications) if there are outstanding verifications.

**Note: You are not required to send a notice of missed interview since you added the freeform text to notify the household that benefits will end if it did not keep the appointment.**

### **INQUIRIES**

Please direct policy questions to Rick McClendon at 410-767-7307 and systems questions to Joyce Westbrook at 410-238-1299.

cc: DHR Executive Staff  
FIA Management Staff  
Constituent Services  
DHR Help Desk